

# GOVERNMENT OF THE DISTRICT OF COLUMBIA

# DEPARTMENT ON DISABILITY SERVICES

POLICY				
Department on Disability Services	Subject: Intake			
Responsible Program or Office:	Policy Number:			
Rehabilitation Services Administration	2019-RSA-POL001			
Date of Approval by the Director: 2/15/19	Number of Pages: 3			
Effective Date: 2/25/2019	Expiration Date, if Any:			
Supersedes Policy Dated: DCRSA Policy and Procedures (2010) Section II, Referral-Application				
and Assessment				

Cross References, Related Policies and Procedures, and Related Documents: D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 *et seq.*, DCRSA Eligibility Policy, DDS Support for Voter Registration and Voting Policy, and DDS Language Access Policy

# I. PURPOSE

The purpose of this policy is to ensure that all people interested in potentially receiving vocational rehabilitation (VR) services through the Department on Disability Services (DDS) District of Columbia Rehabilitation Services Administration (DCRSA or Agency) have equal access and opportunity to obtain necessary information and assistance to complete a VR application.

#### II. APPLICABILITY

This policy applies to VR Specialists, supervisors, administrators, and persons referred to, or seeking services from DCRSA.

# III. AUTHORITY

The authority for this policy is established in DDS as set forth in D.C. Law 16-264, the "Department on Disability Services Establishment Act of 2006," effective March 14, 2007 (D.C. Code §§ 7-761.01 *et seq.*), Establishment of the Rehabilitation Services Program (D.C. Code §§ 32-331 *et seq.*), 29 DCMR §§ 100 *et seq.*, and 34 C.F.R. Part 361.

# IV. POLICY

It is the policy of DCRSA to respond to referrals (including self-referrals) in a timely manner in order to schedule an intake appointment at which the VR Specialist shall:



- 1. Provide sufficient information on VR services to allow the interested person to exercise informed choice in completing an application and, as appropriate, refer the person to other agencies and programs, such as the independent living services program, the disability support services offices of the college or university the person plans to attend, and programs that are part of the One-Stop service delivery system;
- 2. Explore the work history and experiences, education, skills, interests, goals and needs of the person;
- 3. Assist the interested person in completing and signing a DCRSA application;
- 4. Identify the documentation that will be needed to assess eligibility and begin the process of gathering and/or obtaining these documents;
- 5. Upload any documentation into the electronic case record; and
- 6. Offer all applicants an opportunity to complete a voter registration form consistent with the DDS Support for Voter Registration and Voting Policy.

# V. RESPONSIBILITY

The responsibility for this policy is vested in the Director of the DDS. Implementation of this policy is the responsibility of the Deputy Director of DCRSA.

# VI. STANDARDS

- 1. When a referral is received via telephone, DDS staff shall be schedule an intake appointment during the call, at the availability of the person seeking VR services.
- 2. For all other referrals, DDS staff shall schedule the intake appointment within 5 business days of receipt of the referral information.
- 3. VR specialists shall ensure that the applicant understands that the purpose of VR services is to maximize the potential of persons with disabilities, including those with the most significant disabilities, to achieve a competitive integrated employment outcome. Non-competitive, non-integrated or sheltered employment is not an allowable employment outcome for VR services.
- 4. During the intake process, the VR specialist shall identify the documentation necessary to complete an assessment for eligibility determination and shall assist as needed in obtaining the documentation with written, informed consent from the applicant. The VR specialist shall not pre-screen for eligibility or make statements that either state or imply that the person will or will not be eligible based on information presented at intake.



- 5. In order to ensure District-wide access, and better reach the underserved populations and areas identified in the Community Needs Assessment, VR Specialists shall conduct intakes at ancillary locations throughout the community including, but not limited to, One-Stop centers.
- 6. In accordance with the DDS Language Access Policy, RSA staff shall ensure that all persons interested in receiving VR services through the Agency shall have access to and receive program information through the appropriate modes of communication that meet their needs, including but not limited to interpretation services for sign language, and written and oral translations that are appropriate to their specific language needs.
- 7. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 *et seq.*, DCRSA shall not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, matriculation, political affiliation, genetic information, disability, or credit information.

Andrew P. Reese, Director

Darryl Evans

Deputy Director, DCRSA

Date 2/22/19

Date